

Notice of References Cited	Application/Control No. 10/714,496	Applicant(s)/Patent Under Reexamination STARNES ET AL.	
	Examiner Namrata Boveja	Art Unit 3622	Page 1 of 1

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	B	US-6,636,852	10-2003	Gozdeck et al.	707/9
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	U	Witness Systems announces new "mid-market" channel offering; Witness drives to attract the UK channel with customer interaction and performance evaluation software aimed at the small to medium sized contact centre market. May 7, 2002. M2 Presswire. Pg 2.
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
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